



# Boloh

## Black, Asian and Minority Ethnic family Covid-19 Helpline

Supporting information for **parents**

### About Boloh Helpline

Boloh Helpline is a service launched on the 1st October by Barnardo's with funding from the National Emergencies Trust. The Helpline is a response to the impact of the pandemic on Black, Asian and minority ethnic communities who have been disproportionately affected.

Helpline staff are either Black, Asian and Minority Ethnic community, or have prior professional experience of delivering services to children, young people and their families from these communities.

**Have you been affected by Coronavirus?**

**We are here to help.**

**Call the**

**Boloh**

**helpline for free support for you and your family**

Lines are open between Monday and Friday 10am – 8pm, Saturday and Sunday 10am – 3pm on

**0800 1512 605**

Or talk to us on our webchat by visiting [helpline.barnardos.org.uk](https://helpline.barnardos.org.uk) and click on the icon on the bottom right



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### **How can we help?**

Are you a Black, Asian or Minority Ethnic child, young person, parent or carer, affected by Covid-19? If yes, you may have experienced bereavement, loss, unemployment, financial difficulties, concerned about your child's schooling or future, worried about a friend or family, stressed and anxious about lockdown. In addition to these, you might be worried about other issues. You can speak to us about your worries, problems and stresses during this time and we can provide emotional support, practical advice and signposting to other organisations who can provide further help.

The support we provide is for you and the child(ren) you care for. You can call or chat with us via the web chat facility available on our website. You do not need to share your details with us, but if you want to be referred to our team of therapists or another service, we will need to take your details and share it with your consent. You can also access on our website helpful advice on a range of matters e.g. emotional wellbeing, supporting families, grief and loss.

### **What happens when you make contact with the helpline?**

You will receive a response from a friendly Helpline Advisor who will talk to you about what you and/or your child(ren) are experiencing. The Helpline Advisor will listen to you and support you in making a decision about the kind of support and advice you require. With your agreement, the Helpline Advisor could have a number of calls with you and they can arrange to call you back at a time suitable to you.

The Helpline Advisor can arrange for you and/or your child(ren) to speak to one of our therapists to have six counselling sessions and further sessions could be offered if required. The sessions which will take place over the phone either once or twice a week, depending on the needs and circumstances of your family. The first and sixth session will be for 45 minutes to allow for an initial baseline assessment to be made of three key challenges the family or individual are facing, with the final session to discuss and note progress made during the service. Sessions two to five, of 30 minutes each, will comprise therapeutic support to address the key challenges identified in the first session.





### Case studies

**These case studies provide examples of how the Boloh Helpline could provide support.**

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Martha is a mother of two teenagers who attend a local secondary school. Martha started to be concerned about her 15 year old son who started to refuse to attend school because he's afraid of contracting the coronavirus. Martha discussed this with her son's teacher and she was provided with the Boloh Helpline's number to seek support.

Martha contacted the Helpline and spoke to Naz who is a Helpline Advisor. Martha shared the following with Naz: "My son has heard that black people are more likely to die from Covid and now he's suffering anxiety attacks. He is asking us if we are going to die and he doesn't want to leave the house to go to school. We are really worried about him and don't know what to do." Over a number of calls, Naz



worked with Martha to discuss her fears and anxieties about her son and agreed for her son to have counselling with the therapist to talk through his worries and anxieties. Both Martha and her son started to have separate counselling sessions with a therapist. Martha's son is on the way to managing his anxieties around Covid-19.

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Hal contacted the Helpline on the web chat after seeing a post on his Facebook page. He shared that he was initially placed on furlough and was then made redundant. He is concerned that he will be unable to pay rent and purchase food for his family. During the web chat with the Helpline Advisor, he asked for the Helpline Advisor to call him to talk about his circumstances. Sara, the Helpline Advisor, contacted Hal and they discussed his circumstances. Sara took all of the information and agreed with Hal's consent that she would make a few inquiries with services in Barnardo's and other organisations who should be able to help. Sara spoke to a number of services local to where Hal lives and worked to identify key services best placed to support Hal and his family. Sara then shared this information with Hal who made contact with a local charity that provided him and his family with support.


# Boloh

## The Black, Asian and Minority Ethnic family Covid-19 Helpline

Have you or your family been affected by the pandemic and need someone to talk to?

You can contact one of our specialist support advisors for free between Monday and Friday 10am – 8pm, Saturday and Sunday 10am – 3pm on

**0800 1512 605**

Or talk to us on our webchat by visiting [helpline.barnardos.org.uk](https://helpline.barnardos.org.uk) and click on the icon on the bottom right 

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Our Vision is to see Black, Asian and Minority Ethnic children and young people develop their inner strength to respond to the challenges of the pandemic and beyond. We would very much like to work with you to achieve this vision, so please talk to us if you need support by making contact via:

Free phone: **0800 151 2605**

Email: **[Boloh.helpline@barnardos.org.uk](mailto:Boloh.helpline@barnardos.org.uk)**

Website: **[helpline.barnardos.org.uk/](https://helpline.barnardos.org.uk/)**